

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Esquire Tooling & Manufacturing

Texas Manufacturing Assistance Center

#### Esquire Tooling Achieves Iso 9002 Registration

##### Client Profile:

Esquire Tooling and Manufacturing is a privately-owned precision sheet metal shop and high quality machine shop specializing in close-tolerance machine shop and sheet metal fabrication, as well as commercial applications. The company builds to print or parts and aids in custom designs. Since the company was established, in 1978, it has fabricated parts and equipment for industries such as aircraft, electronics, missiles, oil and gas, mining, and computers, just to name a few. Located in Commerce, Texas, the company employs less than 20 employees.

##### Situation:

When Esquire Tooling and Manufacturing (Esquire)'s customers began demanding quality certification from their suppliers, ISO registration became a company priority. One of Esquire's major customers referred it to the Texas Manufacturing Assistance Center (TMAC), a NIST MEP network affiliate, for help with a quality management system (QMS) implementation.

##### Solution:

TMAC visited Esquire's facility to assess its current quality systems and process. TMAC helped the company develop an application for a Texas Smart Jobs grant, and secured partial funding (more than 80 percent) for the ISO implementation project from the state.

TMAC and Esquire then began on-site work (one day per week) for approximately eleven months to develop and implement an ISO 9002 quality management system. With TMAC's help, Esquire developed an initial order process flow and drafted a quality policy manual as well as draft procedures and work instructions. Every member of the Esquire team had individual input into this documentation and reviewed it for accuracy.

After the company selected a registrar, TMAC conducted quality management review training for all Esquire personnel. TMAC also trained two internal auditors, who now have the skills to conduct internal audits of Esquire's quality system. Esquire's selected auditor conducted a pre-audit and TMAC worked with the company to correct and polish the system based on the results. Finally, Esquire was ready. The registrar conducted the final audit in August 2000 and recommended the company for ISO 9002 registration.

##### Results:

[www.mep.nist.gov](http://www.mep.nist.gov)



NIST is an agency of the U.S. Commerce Department's Technology Administration

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Received ISO 9002 certification.

Grew the business by approximately 25 percent.

Established 99 percent first time error-free parts policy.

Established 99 percent on-time delivery policy.

Structured the entire order processing, fabrication, and assembly process throughout the company.

Improved the handling of nonconformities and corrective actions.

Opened up opportunities for increased sales.

Established initial communication with several major manufacturers that require ISO certification.

### **Testimonial:**

“Without the help of the Texas Manufacturing Assistance Center, Esquire Tooling would have never been able to attain ISO registration, and therefore potentially out of business.”

Nelson Chapman, President